Amendments to the Claims:

Please amend Claims 1-34. The Claim Listing below will replace all prior versions of the claims in the application:

Claim Listing:

1. (Currently amended) In a computer, an apparatus for providing software training and technical support to an end user, the apparatus comprising:

a graphical user interface ~~window through which a plurality of tasks are accomplished, said window~~ having ~~a plurality of~~ selectable graphical user areas adapted to support multiple different tasks, each task activated through a respective sequence of steps executed by a user through interaction with the selectable graphical user areas; and

~~a list of task indications coupled to said window, each task having an associated task indication;~~

a graphical overlay ~~coupled to said window and positioned over said window to display, for each task indication,~~ positioned over said graphical user interface, the graphical overlay including (i) a first step indication associated with a first step in a given task ~~a sequence of instructions~~ directing the user's attention to ~~respective~~ a first selectable graphical ~~areas~~ user area ~~;~~ and (ii) a next step indication associated with a next step in the given task automatically displayed upon the user's completion of the first step.

~~a selector coupled to said window to allow the end user to select tasks and to interact with selectable graphical areas, wherein after being used to select a task, the selector enables the end user to interact with at least one selectable graphical area associated with the selected task in response to at least one instruction displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area;~~

~~the graphical overlay displaying a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window to assist the end user in learning the sequence associated with the selected task through actively interfacing with said window to provide the software training and technical support.~~

2. (Currently amended) The apparatus according to Claim 1 <u>further including a list of task indications selectable by the user,</u> wherein the list of task indications dynamically changes as a function of the selectable graphical <u>user</u> areas being displayed in said graphical user interface ~~window~~.

3. (Currently amended) The apparatus according to Claim 1 <u>further including a list of task indications selectable by the user,</u> wherein the list of task indications is capable of being positioned apart from said graphical user interface ~~window with which it is coupled~~.

4. (Currently amended) The apparatus according to Claim 1 <u>further including a list of task indications selectable by the user,</u> wherein the tasks ~~displayed~~ <u>represented</u> in said list of task indications is a function of a mode setting, wherein a mode setting contains at least one setting including a beginner, an intermediate, and an advanced mode setting.

5. (Currently amended) The apparatus according to Claim 1 <u>further including a list of task indications selectable by the user,</u> ~~wherein the computer controls a system~~ wherein the tasks ~~displayed~~ <u>represented</u> in said list of task indications are user-privilege specific.

6. (Currently amended) The apparatus according to Claim 5 wherein the ~~system~~ <u>user-privilege</u> is <u>consistent with the user-privilege in</u> a data communication network.

7. (Currently amended) The apparatus according to Claim 1 <u>further including a list of task indications selectable by the user,</u> wherein the list of task indications are replaced by a list of task step indications, and wherein each task step <u>indication</u> is coupled to a respective ~~sequence instruction~~ <u>step indication displayed in the graphical overlay,</u> wherein each associated task step indication is highlighted in sequence with ~~a~~ <u>displaying its</u> respective ~~instruction being displayed~~ <u>step indication</u>.

8.   (Currently Amended) The apparatus according to Claim 1 wherein said graphical overlay is invisible other than the indications ~~instruction~~ being displayed.

9.   (Currently Amended) The apparatus according to Claim 1 wherein the ~~instruction being~~ indications displayed include an information box including at least one of the following: recommended input, required input, example input, subsequence list, and a description of what to expect next.

10.   (Currently Amended) The apparatus according to Claim 1 further comprising recorded voice files or a text-to-speech synthesizer coupled to the ~~sequence of instructions~~ step indications, wherein ~~the instruction being displayed is~~ the step indications include at least one instruction simultaneously presented audibly.

11.   (Currently Amended) The apparatus according to Claim ~~10~~ 1 further including a list of task indications selectable by the user, wherein selection of one or more selectable graphical areas in a sequence before selecting a task indication causes the apparatus to automatically ~~highlights a list of~~ highlight task indications corresponding to possible tasks being performed.

12.   (Currently Amended) In a computer, a method for providing software technical support and training to an end user, the method comprising:

providing a graphical user interface ~~window through which a plurality of tasks are accomplished, said window~~ having ~~a plurality of~~ selectable graphical user areas adapted to support multiple different tasks, each task activated through a respective sequence of steps executed by a user through interaction with the selectable graphical user areas;

~~displaying a list of task indications coupled to the window, each task having an associated task indication;~~

forming a graphical overlay ~~coupled to said window and~~ positioned over said ~~window;~~ graphical user interface;

displaying a first step indication associated with a first step in a given task to direct the user's attention to a first selectable graphical user area; and

upon the user's completion of the first step, automatically displaying a next step indication associated with a next step in the given task to direct the user's attention to a next selectable graphical user area.

~~for each task indication, displaying a sequence of instructions in the graphical overlay, each instruction directing attention to a respective selectable graphical area;~~

~~providing a selector coupled to said window to allow the end user to select tasks and to interact with selectable graphical areas;~~

~~receiving a task selection;~~

~~enabling the end user to employ the selector to interact with at least one selectable graphical area associated with the received task selection in response to at least one instruction displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area; and~~

~~in the graphical overlay, displaying a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window to assist the end user in learning the sequence associated with the selected task through actively interfacing with said window to provide the software training and technical support.~~

13. (Currently Amended) The method according to Claim 12 <u>further including displaying task indications,</u> wherein ~~the step of~~ displaying task indications includes dynamically changing the ~~list of~~ task indications as a function of the selectable graphical areas being displayed in said graphical user interface ~~window~~.

14. (Currently Amended) The method according to Claim 12 <u>further including displaying task indications,</u> wherein ~~the step of~~ displaying task indications includes presenting the ~~list of~~ task indications external from said graphical user interface ~~window~~.

15.   (Currently Amended) The method according to Claim 12 <u>further including displaying task indications,</u> wherein ~~the step of~~ displaying task indications includes modifying the ~~list of~~ task indications as a function of a mode setting, wherein a mode setting contains at least one setting from a beginner, an intermediate, and an advanced mode setting.

16.   (Currently Amended) The method according to Claim 12 <u>further including displaying task indications,</u> ~~wherein the computer controls a system and~~ wherein ~~the step of~~ displaying <u>the</u> task indications includes modifying the ~~list of~~ task indications as a function of a ~~user privilege~~ <u>user-privilege</u>.

17.   (Currently Amended) The method according to Claim 16 wherein the ~~external system~~ <u>user-privilege</u> is <u>consistent with the</u> user-privilege <u>in</u> a data communication network.

18.   (Currently Amended) The method according to Claim 12 <u>further including displaying task indications,</u> wherein ~~the step of~~ displaying task indications includes:
        replacing the ~~list~~ <u>task indications</u> with a plurality of task step indications, wherein each <u>task</u> step <u>indication</u> is coupled to a respective ~~sequence instruction~~ <u>step indication displayed in the graphical overlay;</u> and
        highlighting each task step indication in sequence with ~~a~~ <u>displaying its</u> respective ~~instruction being displayed~~ <u>step indication</u>.

19.   (Currently Amended) The method according to Claim 12 wherein ~~the step of~~ forming ~~a~~ <u>the</u> graphical overlay includes configuring the <u>graphical</u> overlay to allow the selectable graphical <u>user</u> areas in the graphical user interface ~~window~~ to be displayed without obstruction <u>other than the step indication being displayed</u>.

20.   (Currently Amended) The method according to Claim 12 wherein ~~the step of~~ displaying ~~a~~ ~~sequence of instructions~~ <u>the step indications</u> includes displaying an information box,

including at least one of the following: recommended input, required input, example input, subsequence list, and a description of what to expect next.

21.   (Currently Amended) The method according to Claim 12 further comprising converting the ~~sequence of instructions~~ step indications to an audio output by means of recorded voice files or a text-to-speech synthesizer coupled to the ~~sequence of instructions~~ step indications, wherein the ~~instruction~~ step indication being displayed is simultaneously presented audibly.

22.   (Currently Amended) The method according to Claim 12 further including displaying task indications selectable by the user, wherein ~~the step of~~ a user's selecting one or more selectable graphical areas in a sequence before selecting a task indication causes the method to further include ~~includes~~ automatically highlighting ~~a list of~~ task indictions corresponding to possible tasks being performed.

23.   (Currently Amended) In a computer, an apparatus for providing software technical support and training to an end user, the apparatus comprising:

means for providing a graphical user interface ~~window through which a plurality of tasks are accomplished, said window~~ having ~~a plurality of~~ selectable graphical user areas adapted to support multiple different tasks, each task activated through a respective sequence of steps executed by a user through interaction with the selectable graphical user areas;

~~means for displaying a list of task indications coupled to the window, each task having an associated task indication;~~

means for forming a graphical overlay ~~coupled to said window and~~ positioned over said ~~window~~ graphical user interface;

means for displaying a first step indication in the graphical overlay, the first step indication associated with a first step in a given task directing the user's attention to a first selectable graphical user area; and

upon the user's completion of the first step, means for automatically displaying a next step indication associated with a next step in the given task in the graphical overlay to direct the user's attention to a next selectable graphical user area.

~~for each task indication, means for displaying a sequence of instructions in the graphical overlay, each instruction directing attention to a respective selectable graphical area;~~

~~means for providing a selector coupled to said window to allow the end user to select tasks and to interact with selectable graphical areas;~~

~~means for receiving a task selection;~~

~~means for enabling the end user to employ the selector to interact with at least one selectable graphical area associated with the received task selection in response to at least one instruction displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area; and~~

~~in the graphical overlay, means for displaying a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window to assist the end user in learning the sequence associated with the selected task through actively interfacing with said window to provide the software training and technical support.~~

24.   (Currently Amended) A computer-readable medium having stored thereon sequences of instructions, the sequences of instructions, when executed by a digital processor, causing the processor to ~~perform~~:

~~providing~~ provide a graphical user interface ~~window through which a plurality of tasks are accomplished, said window~~ having a plurality of selectable graphical user areas adapted to support multiple different tasks, each task activated through a respective sequence of steps executed by a user through interaction with the selectable graphical user areas; and

~~displaying a list of task indications coupled to the window, each task having an associated task indication;~~

forming form a graphical overlay coupled to said window and positioned over said window graphical user interface;

display a first step indication in the graphical overlay, the first step indication associated with a first step in a given task directing the user's attention to a first selectable graphical user area; and

upon the user's completion of the first step, automatically display a next step indication associated with a next step in the given task in the graphical overlay to direct the user's attention to a next selectable graphical user area.

for each task indication, displaying a sequence of instructions in the graphical overlay, each instruction directing attention to a respective selectable graphical area; providing a selector coupled to said window to allow the end user to select tasks and to interact with selectable graphical areas;

receiving a task selection;

enabling the end user to employ the selector to interact with at least one selectable graphical area associated with the received task selection in response to at least one instruction displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area; and

in the graphical overlay, displaying a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window to assist the end user in learning the sequence associated with the selected task through actively interfacing with said window to provide the software training and technical support.

25.   (Currently Amended) The computer-readable medium according to Claim 24 wherein the sequence of instructions causing further causes the processor to perform displaying display a list of task indications includes a sequence of instructions causing the processor to perform and to dynamically changing change the list of task indications as a function of the selectable graphical user areas being displayed in said graphical user interface window.

26. (Currently Amended) The computer-readable medium according to Claim 24 wherein the sequence of instructions ~~causing~~ further causes the processor to ~~perform displaying~~ display a list of task indications ~~includes a sequence of instructions causing the processor to perform presenting~~ and to present the list of task indications external from said graphical user interface ~~window~~.

27. (Currently Amended) The computer-readable medium according to Claim 24 wherein the ~~the~~ sequence of instructions ~~causing~~ further causes the processor to ~~perform displaying~~ display a list of task indications ~~includes a sequence of instructions to perform modifying~~ and to modify the list of task indications as a function of a mode setting, wherein the mode setting includes at least one of the following settings: beginner, intermediate, or advanced mode setting.

28. (Currently Amended) The computer-readable medium according to Claim 24 wherein the sequence of instructions ~~causing~~ further causes the processor to ~~perform displaying~~ display a list of task indications ~~includes a sequence of instructions causing the processor to perform modifying~~ and to modify the list of task indications as a function of a ~~user privilege~~ user-privilege.

29. (Currently Amended) The computer-readable medium according to Claim 28 wherein the ~~sequences of instructions further includes a sequence of instructions causing the processor to perform communicating with~~ user-privilege is consistent with the user-privilege in a data communications network.

30. (Currently Amended) The computer-readable medium according to Claim 24 wherein the sequence of instructions ~~causing~~ further causes the processor to ~~perform displaying:~~
     display a list of task indications selectable by the user ~~includes~~ ; and ~~:~~
     ~~a sequence of instructions causing the processor to perform replacing~~ replace the list with a plurality of task step indications, wherein each task step indication is coupled

to a respective <u>step indication displayed in the graphical overlay</u> ~~sequence instruction associated with the selected task displayed to the end user~~; and

~~a sequence of instructions causing the processor to perform highlighting~~ <u>highlight</u> each task step indication in sequence with ~~a~~ <u>displaying its</u> respective ~~instruction being displayed~~ <u>step indication in the graphical overlay</u>.

31.   (Currently Amended) The computer-readable medium according to Claim 24 wherein the sequence of instructions ~~causing the processor to perform~~ forming ~~a~~ <u>the</u> graphical overlay ~~includes a sequence of instructions causing the processor to perform configuring~~ <u>configures</u> the <u>graphical overlay</u> ~~overlays allowing the selectable graphical areas in the graphical user interface window to be displayed without obstruction~~ <u>to be invisible other than the step indications being displayed</u>.

32.   (Currently Amended) The computer-readable medium according to Claim 24 wherein the ~~sequence of instructions causing the processor to perform displaying a sequence of instructions associated with the selected task to the end user includes a sequence of instructions causing the processor to perform displaying~~ <u>step indications being displayed include</u> an information box, including at least one of the following: recommended input, required input, example input, subsequence list, and a description of what to expect next.

33.   (Currently Amended) The computer-readable medium according to Claim 24 further including a sequence of instructions to <u>convert</u> ~~perform converting~~ the <u>step indications</u> ~~sequence of instructions associated with the selected task~~ displayed to the end user to an audio output ~~by means of recorded voice files or a text-to-speech synthesizer coupled to the sequence of instructions associated with the selected task displayed to the end user, wherein the instruction being displayed is presented~~ <u>and to present the step indications</u> audibly.

34.   (Currently Amended) The computer-readable medium according to Claim 24 wherein the sequence of instructions ~~causing~~ <u>further causes</u> the processor to <u>display a list of task</u>

indications selectable by the user and to ~~perform monitoring~~ monitor a sequence of interactions by the end user with one or more selectable graphical user areas before automatically ~~selecting a list of possible tasks associated with the sequence and~~ highlighting ~~the list of possible tasks~~ task indications corresponding to possible tasks being performed.